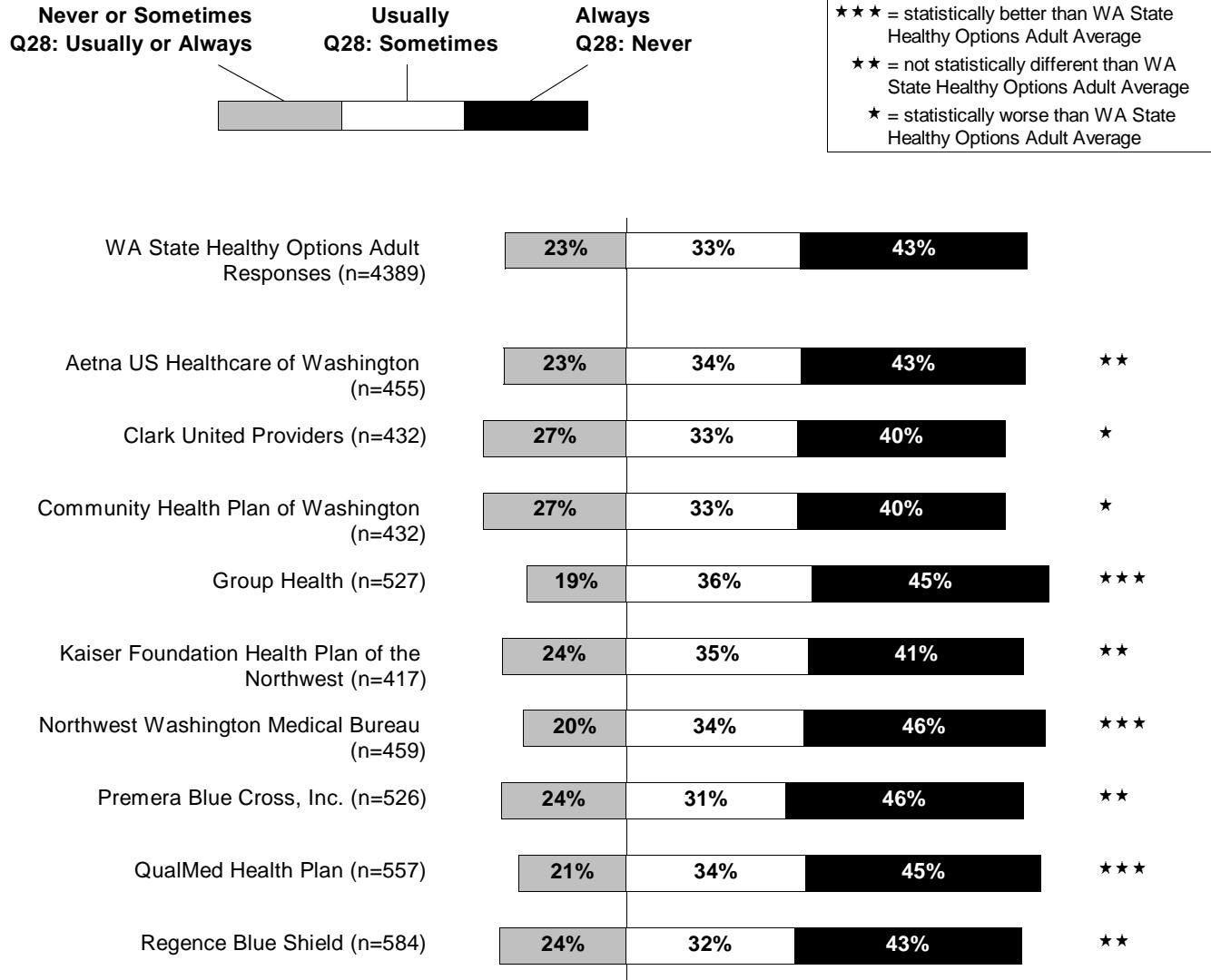


Getting Care Without Long Waits

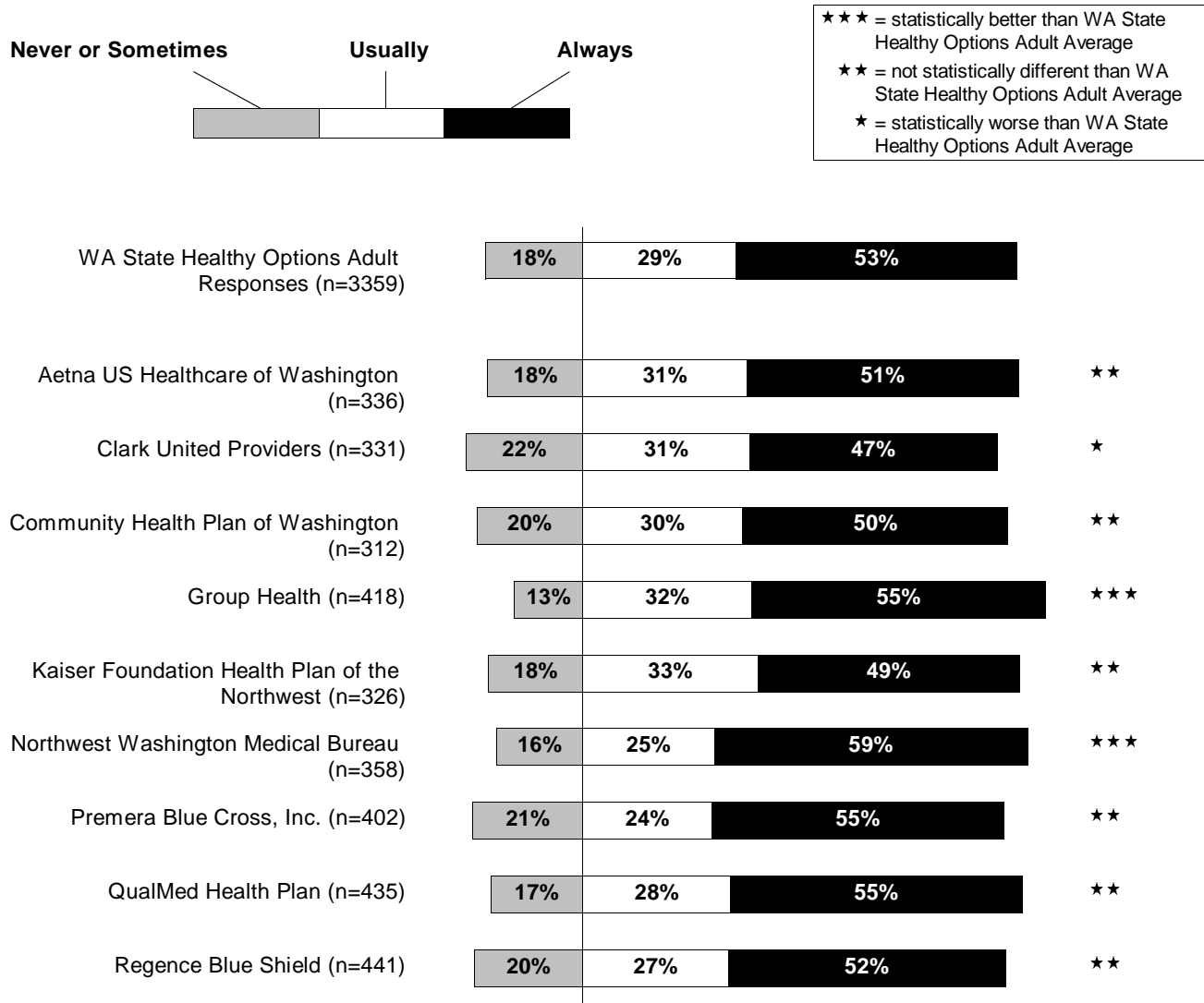
This chart summarizes the responses to survey questions 17, 19, 22, and 28 contained in the composite, "Getting Care Without Long Waits." Individual question-level responses immediately follow.



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Getting Care Without Long Waits

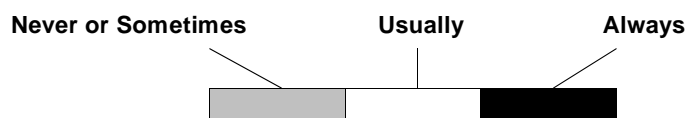
Q17. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



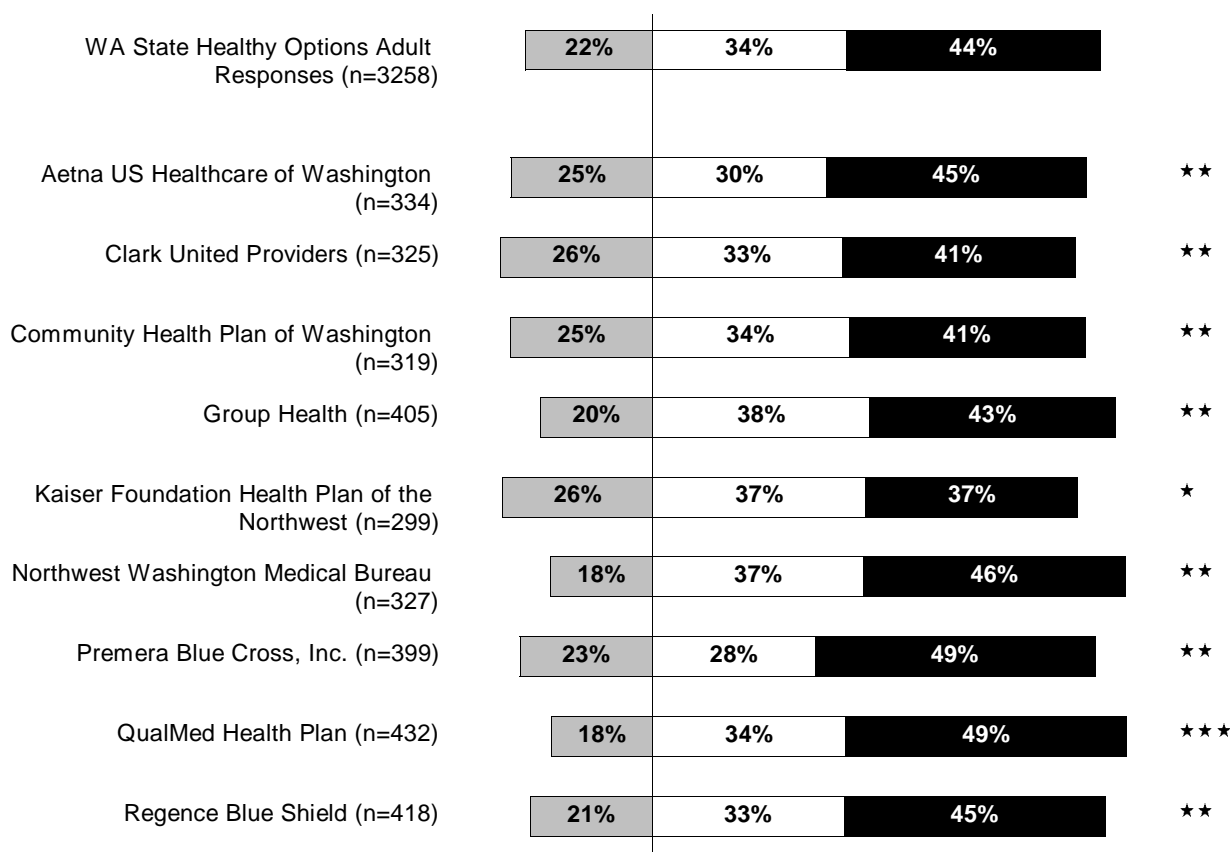
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Getting Care Without Long Waits

Q19. "In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?"



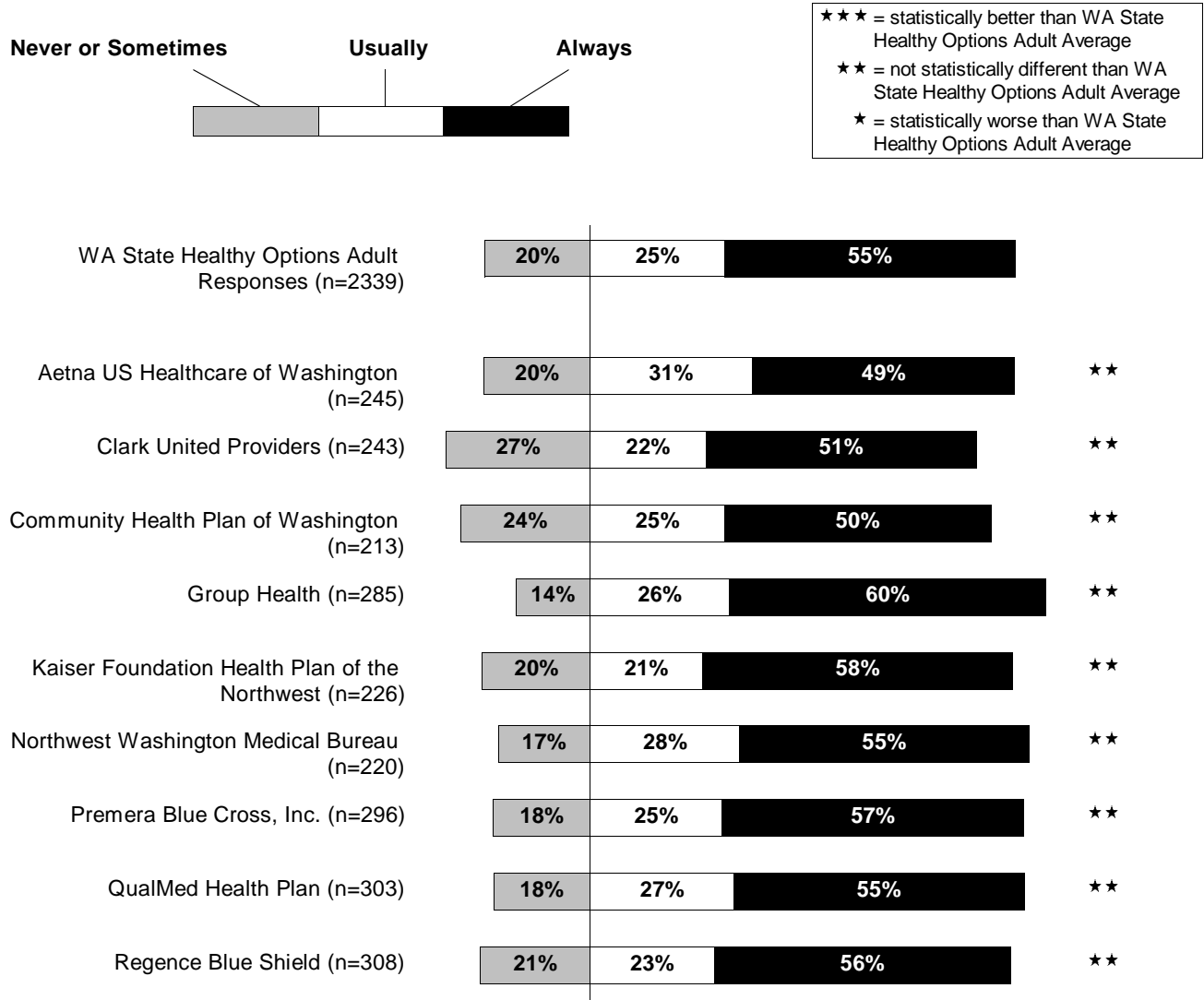
★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average



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Getting Care Without Long Waits

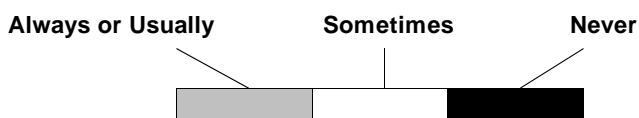
Q22. "In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"



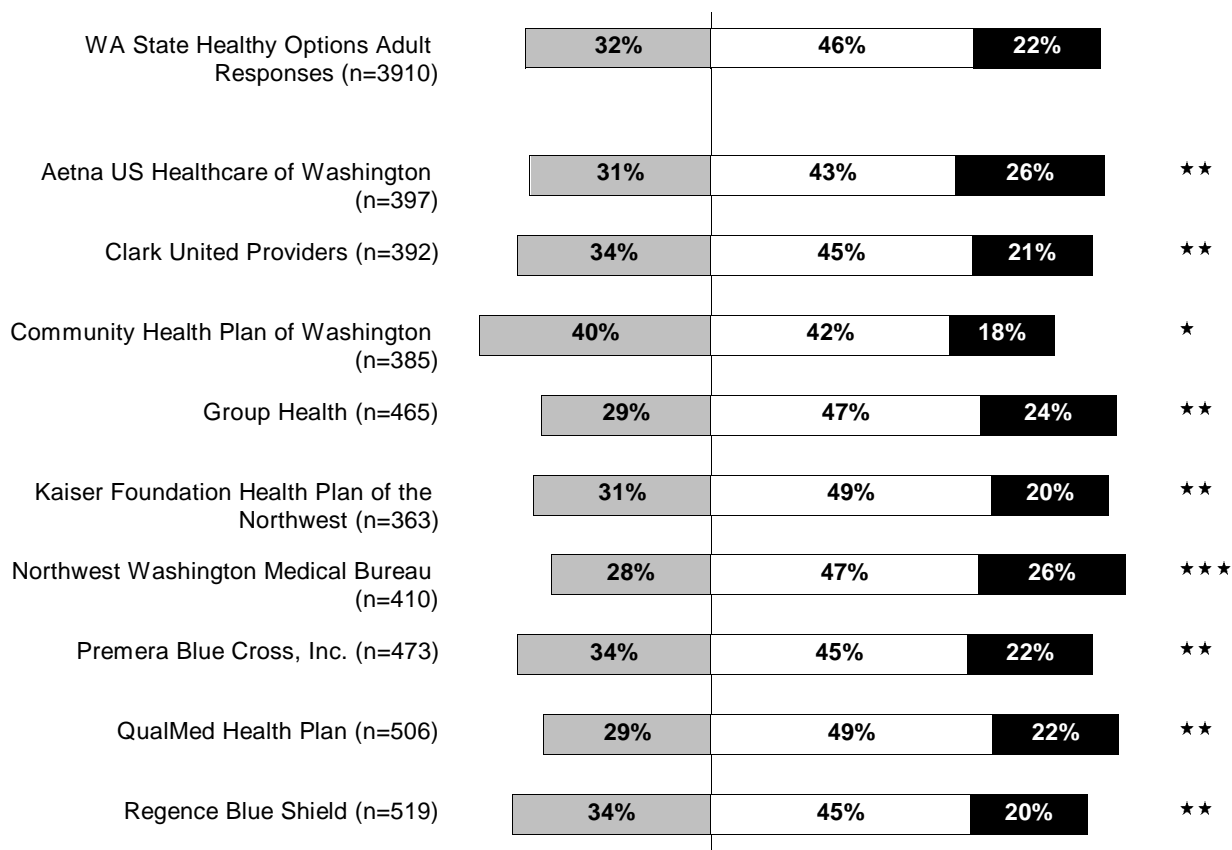
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Getting Care Without Long Waits

Q28. "In the last 6 months, how often did you wait in the doctor's office or clinic, more than 15 minutes past the appointment time, to see the person you went to see?"



★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.